

Status of “Key” Measures

“Key” Measure	Status of Audit III	Other Issues relating to Measure
Pre-Order Response Interval	Report says that data integrity not addressed in audit II and was completed in Audit II—status unclear	Georgia Exception E-89 (Data Integrity)
System Availability –Pre-Order/Order	Data Integrity -Not started Replication- <i>Matched</i>	
Loop Make-Up Response Time	Data Integrity-Not started Replication –Not started	
Acknowledgement Timeliness	Data Integrity (report indicates complete but KPMG advised that acknowledgement completeness was in progress) Replication –Not Matched	Florida Exception-109 Georgia Exception 141 AT&T missing data issue.
% Rejected Service Requests	Data Integrity—In progress Replication—Not Matched (LNP not started)	Florida Exceptions 120 and 143
FOC Timeliness	Data Integrity—In progress Replication—Re-test	Florida Exceptions, 132, 36, 114, 145, and 150 Georgia Exceptions 122, 136, 137
Reject Interval	Data Integrity—In progress Replication—Not-matched	Florida Exceptions 10, 36, 144 Georgia Exceptions 122, 136, 137
Flow-Through	Data Integrity—In progress Replication—Re-test (LNP non-matched)	Florida Exceptions 124 and 113.
Missed Appointments	Data Integrity—Not started Replication—Non-matched (month 2) (LNP no values published)	Florida Observation 125
Average Completion Notice Interval	Data Integrity—Not started (Status report also describes a draft exception)	Numerous AT&T issues

		Replication—Re-test	
% Provisioning Troubles in 30 days		Data Integrity-Not started Replication—Not matched	
% Jeopardies		Data Integrity-Not started Replication—Re-test (draft exception)	Florida Exception E-135 Georgia Exception E-142
Average Order Completion Interval		Data Integrity—Not started Replication---Re-test	
Service Order Accuracy		Data Integrity—In progress Replication---Re-test (November as Month 1)	Numerous KPMG TVV4 observations and exceptions (O-82, E-76, E-84, O-106, E-112, O-152)
Mean Held Order Interval		Data Integrity—Not started Replication-- <i>Matched</i>	
Coordinated Customer Conversions		Data Integrity—In progress Replication—Re-test (Draft Ex. 180)	Florida Observation O-142.
M&R Interface Availability		Data Integrity—Not started Replication-- <i>Matched</i>	
M&R Response Interval		Data Integrity—Not started Replication-- <i>Matched</i>	
Missed Repair Appointments		Data Integrity—Not started Replication---Re-test	
Maintenance Average Duration		Data Integrity—Not started Replication—Re-test	Florida Exception E-147
% Repeat Troubles in 30 days		Data Integrity—Not started Replication—Re-test	
Customer Trouble Report Rate		Data Integrity—Not started Replication—Re-test	
Invoice Accuracy		Data Integrity— <i>Completed in Audit II</i> Replication--- <i>Completed in Audit II</i>	
Mean Time To Deliver Invoices		Data Integrity— <i>Completed in Audit II</i> Replication--- <i>Completed in Audit II</i>	

Usage Data Accuracy	Data Integrity-- <i>Completed in Audit II</i> Replication-- <i>Completed in Audit II</i>
Usage Data Delivery Timeliness	Data Integrity-- <i>Completed in Audit II</i> Replication-- <i>Completed in Audit II</i>
Usage Data Delivery Completeness	Data Integrity-- <i>Completed in Audit II</i> Replication-- <i>Completed in Audit II</i>
Trunk Group Performance	Data Integrity—Not started Replication—Not Matched
% Due Dates Missed Collocation	Data Integrity-- <i>Completed</i> Replication--- <i>Matched</i>

Thus, of BellSouth's 29 "key" measures, only six or 21% have passed the data integrity evaluation. These six measures have low levels of disaggregation, thus at the sub-metric level the % complete for these "key" metrics is much less. KPMG advised that data integrity test overall ***less than 10%*** complete in Georgia. 10 metrics or 35% have passed the metric replication evaluation.

The fourteen metrics noted as completed in Audit II were actually conducted in Audit I. Thirteen were completed as follows: 3 in 8/99, 4 in 10/99, 5 in 1/00 and 1 in 3/00